



DIVISION DIRECTOR I

CHARACTERISTICS OF WORK:

This is administrative work in which the incumbent serves as director of a division within a medium- sized agency, department, or institution having a bureau level. Work involves formulating, directing, and managing the operations of a division through subordinate personnel. Incumbent exercises authority in establishing objectives, standards, and control measures for programs which are moderate in scope and in impact. Incumbent also oversees policy in own area of authority and provides input into other phases of operation; coordinates activities; and provides assistance and guidance. Work is subject to infrequent review through conferences and reports to an administrative superior.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

A Master's Degree from an accredited four-year college or university;

AND

Experience:

Five (5) years of special experience defined below, two (2) years of which must have been in line or functional administrative or advanced supervision.

OR

Education:

A Bachelor's Degree from an accredited four-year college or university;

AND

Experience:

Six (6) years of special experience defined below, two (2) years of which must have been in line or functional administrative or advanced supervision.

Special Experience:

Employment must have been in an administrative, professional capacity in an area of work related to the functional responsibility of the division in which the position exists. In those divisions where registered specialists provide the primary source of functional and technical knowledge for planning and accomplishing the mission of the division, the incumbent may also be required to be registered and experienced in that profession. Work experience must have included supervising and coordinating a variety of functions.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally force equivalent to lifting about 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools, and controls; and reach with hands and arms. The candidate is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork. Continuously evaluates and adapts; copes effectively with change. Allows self and others to make mistakes and learns from those mistakes. Adheres to high ethical standards. Involved in professional organizations.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement. Expresses facts and ideas both verbally and in writing in a clear, convincing, and organized manner, helping others translate vision into action. Models appropriate behavior. Recognizes and develops potential in others; leads others to life-long learning by example.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Public Sector Knowledge: Understands how the agency and the State operates.

Understands how his/her job and technical area(s) contribute to successful service to users and public. Understands and complies with applicable federal and state laws and rules, and department rules and policies. Understands inter-relationships with other organizations, inside and outside of the agency and the State. Understands how the agency serves the public.

Job-Specific Skills: Possesses and applies the knowledge and skills needed to effectively and credibly perform the job.

Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise. Keeps informed of latest developments in field and communicates developments to staff.

Technical Knowledge: Understands basic technological systems and programs; integrates technology into the workplace in an efficient and cost-effective manner to improve program performance.

Develops strategies using new technology to enhance decision-making. Ensures technology is incorporated appropriately in service delivery, information sharing, organizational communication, and public access. Implements technological change and understands its impact on the organization. Understands basic technological principles, theories, systems, and uses efficiently, including basic computer, electronic, and/or mechanical skills specific to job duties. Keeps informed of latest innovations and ensures staff is also informed and educated.

Human Resource Leadership: Has a broad understanding of employment law and State and agency personnel policies; promotes the development of staff by providing the direction, support, and feedback needed to enable others to reach their full potential and meet organizational needs.

Assesses current and future staffing needs based on organizational goals and budget realities; hires highly qualified people, giving appropriate consideration to the agency's diversity needs. Establishes and communicates goals and standards through a dialogue that ensures understanding and commitment. Provides feedback and coaching. Confronts substandard performance as required. Evaluates performance against pre-established requirements. Facilitates the development of employees for successful job performance and career development. Provides a harassment-free and supportive environment for all employees. Assures a safe work environment; returns injured workers to modified duty assignments as soon as possible. Holds supervisors accountable for supervising staff in accordance with those laws and policies. Demonstrates cross cultural sensitivity and manages diversity issues with staff.

Budgeting and Forecasting: Understands state government spending and purchasing regulations; develops recommendations and justification for budget enhancements or modifications.

Identifies resources required to reach a result. Strives to accomplish the desired result cost effectively. Monitors the budget for program area, using cost-benefit thinking to set priorities and accomplish results. Takes necessary steps to maximize the utilization of financial and other agency resources in alignment with agency objectives and plans. Acts as a trustee of agency resources, ensuring legal compliance and cost-effectiveness.

Political Awareness: Identifies the internal and external politics that impact the work of the organization.

Approaches each situation with a clear perception of organizational and political reality and recognizes the impact of alternative courses of action. Understands the forces that shape views and actions of internal and external stakeholders. Has the ability to take multiple perspectives and describe the position of each interest involved. Understands informal structure and power centers of internal and external organizations. Balances the differing perspectives when making decisions.

Project Planning: Devises and maintains a workable scheme to accomplish the need that the project was undertaken to address.

Develops written plans for all significant undertakings. Documents and distributes the project plan. Updates and revises the project plans as needed. Insists on clear, complete statements of both product and project scope. Analyzes project cost and estimates how long it will really take. Uses available planning tools effectively. Gets the team actively involved in the planning effort.

MANAGEMENT COMPETENCIES:

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization.

Exhibits the ability to work through challenges and create opportunities. Has the ability to work through adversity and hold self and others accountable for work actions. Takes risks appropriate to ones level of responsibility. Acts as a settling influence in a crisis. Emulates proven leaders.

Macro Oriented: Exercises good judgement; makes sound, well informed decisions.

Communicates organizational vision and understands effects of decisions on the organization and on other organizations as well as how external factors impact the organization. Acts as a change agent by initiating and supporting change within the agency. Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

Working Through Others: Supports, motivates, and is an advocate for staff.

Recognizes and appreciates diversity. Creates synergistic teams using strengths of all team members. Delegates effectively, sharing both responsibility and accountability; empowers employees and trusts others to perform without micro-managing. Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others.

Results Oriented: Plans effectively to achieve or exceed goals, sets, and meets deadlines.

Identifies, analyzes, and solves problems. Develops standards of performance and knows what and how to measure. Uses change management skills to bridge the gap between current and desired performance. Pushes self and others for results.

Resource Management: Acquires, effectively and efficiently administers, and allocates human, financial, material, and information resources.

Demonstrates ability to plan, prioritize, and organize. Works to develop and implement strategic planning for the agency. Assesses current and future staffing needs based on organizational goals and budget realities. Recruits, develops, and retains a diverse workforce.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Performs various administrative and supervisory duties involved in directing the activities of a specific division within an agency.
2. Provides technical expertise.
3. Acts as liaison between unit and other departments and agencies.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Performs all functions and exercises authority necessary in administering the operations of a division.

Plans, directs, and coordinates the activities of a division through branch managers and other subordinate personnel.

Interprets, formulates, recommends, and/or implements policies, rules, and regulations as necessary.

Serves as liaison between an administrative superior and the various branches of the division.

Ensures coordination of activities of the division with other divisions within the agency.

Directs or assists in fiscal accounting and budgeting activities.

Formulates, develops, and/or approves budget requests and expenditures.

Gives administrative leadership to all phases of program within the division.

Maintains effective public relations with other state agencies and the public, including interpretation and advocacy of agency policy.

Recommends appointment/termination of personnel as needed.

Commits resources to projects with prior administrative approval.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.